

FORM PTO-1449	U.S. DEPARTMENT OF COMMERCE PATENT AND TRADEMARK OFFICE	ATTY. DOCKET NO. AAA-003	SERIAL NO. 09/990,402
INFORMATION DISCLOSURE STATEMENT BY APPLICANT		APPLICANT William K. Slate II et al.	CONFIRMATION NO. 3669
		FILING DATE November 21, 2001	GROUP 2161



## U.S. PATENT DOCUMENTS

EXAMINER INITIAL	DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
/EA/	6,330,551	12/11/01	Burchetta et al.			<b>RECEIVED</b>
	5,895,450	04/20/99	Sloo			
▼	5,668,953	09/16/97	Sloo			FEB 05 2002
	5,495,412	02/27/96	Thiessen			Technology Center 2100

## FOREIGN PATENT DOCUMENTS

EXAMINER INITIAL	DOCUMENT NUMBER	DATE	COUNTRY	CLASS	SUBCLASS	TRANSLATION	
						YES	NO
/EA/	WO 00/68865	11/16/00	PCT	G06F	19/00	<b>RECEIVED</b>	AUG 18 2003

## OTHER DOCUMENTS (Including Author, Title, Date, Pertinent Pages, Etc.)

EXAMINER INITIAL	OTHER DOCUMENTS (Including Author, Title, Date, Pertinent Pages, Etc.)
/EA/	V.W. Mitchell, "Handling Consumer Complaint Information: Why and How?," Logistics Information Management, Vol. 6, No. 3, 1993, pp. 20-26.
/EA/	"Get it Straight From the Consumer," Success, Vol. 40, No. 8, October 1993, p. 41.

EXAMINER: /Evans Augustin/  
DATE CONSIDERED 10/31/2007

EXAMINER: Initial if citation considered, whether or not citation is in conformance with MPEP 609; Draw line through citation if not conformance and not considered. Include copy of this form with next communication to applicant.